

## DOs and DON'Ts Of using 9-1-1

- **DO** use 9-1-1 to request **emergency** police, fire or medical assistance
- **DO** teach your children and grandchildren how to use 9-1-1 properly in case of an emergency.
  1. If a parent, relative or friend is sick or unconscious.
  2. If the child is lost and can find a telephone.
  3. If a molester is bothering the child or friends.
  4. If the child or someone else is injured.
- **DO** use payphones to report **emergencies**, calls to 9-1-1 are free.
- **DO** know where you are when calling 9-1-1 on your cellular phone. Be aware of your surroundings. Know which road you're traveling and the mile marker you're near on the interstate. Be able to give directions from nearby landmarks.
- **DO** remain calm and cooperate with the telecommunicator. They will ask you for information. Your answers will help bring you the assistance you need.
- **DON'T** call 9-1-1 when the power goes off, if the weather is threatening, or to see if school is in session. Call the utility company and listen to TV and radio for school and weather information.

- **DON'T** call 9-1-1 and hang up before we can answer. We need to know what's happening at the scene of an emergency. If you cannot stay on the line dial 9-1-1 and lay the telephone down, we will send help.
- **DON'T** let the batteries in your cordless phone run down. Some cordless phones send false 9-1-1 signals when they are in a discharged state.
- **DON'T** call 9-1-1 to see if it works. If you have problems with your telephone line or are instructed to verify 9-1-1 service by proper authorities, call 752-5550 to arrange a test call.
- **DON'T** play with 9-1-1 or make false calls or reports. It is a violation of the law punishable by fine or imprisonment.

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### IMPORTANT TELEPHONE NUMBERS

Sheriff	752-8400
Scottsburg Police	752-4462
Scottsburg City Hall	752-4343
Austin Police	794-2496
Austin Town Hall	794-2877
Animal Shelter	752-4380
Scott County Prosecutor	752-8466
Scott Circuit Court	752-8430
Scott Superior Court	752-8424
Community Corrections	752-8484
Scott County Jail	752-8403



## *A Joint Effort Of Scott County Public Safety Agencies And Local Governments*

Scott County Emergency Communications  
85 East Wardell Street  
Scottsburg, IN 47170

(812) 752-5550

Telephone No: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City, Township: \_\_\_\_\_  
 Address Description: \_\_\_\_\_  
 \_\_\_\_\_  
 Mark (X) for any special conditions that exist at your location.  
☐ Handicapped or Bedridden person ☐ Hazardous Chemicals\*  
☐ TDD or TTY for Deaf in use ☐ Dangerous Animal\*  
☐ PBX, Coin or party line  
☐ Special information \_\_\_\_\_

\* Please indicate location on property

*Please provide us with this important information. It will assist in getting the proper help to you in an emergency. This information will remain securely stored and is kept completely confidential. If you have any questions regarding the use of this information please contact the Director.*

## Frequently Asked Questions

### ***Why do you ask my address and phone number? Doesn't enhanced 9-1-1 tell you that?***

Even the most sophisticated system isn't perfect. On rare occasions the information isn't there or may be incorrect. Often the caller is not at the scene of the emergency. We will always verify the address and phone number of the emergency each time you call.

### ***Why do you ask all those medical questions?***

Studies have shown that proper initial assessment and the application of pre-arrival aid greatly increases the likelihood of a positive outcome in medical emergencies. We follow a system called Emergency Medical Dispatching. If the caller is cooperative and answers the questions to the best of their ability the protocol takes approximately 60 seconds to complete. This information is vital to ensuring the proper level of response and early intervention when necessary. The 9-1-1 operator is the first responder to any emergency. They will provide valuable information if you cooperate with them.

### ***Can you tell me how long it will take for help to arrive?***

There are many things that influence response time in an emergency. Location of resources, traffic congestion and weather conditions are just a few factors that affect response time. Given these variables we cannot tell you precisely when

help will arrive. Rest assured, however, that all emergency responders make every effort to arrive at the scene of an emergency safely and in the shortest possible time.

### ***Why should I post my house numbers?***

Scott County Ordinance 1993-7 establishes parameters for house numbering. The most important reason to comply is your safety. Clearly marked house numbers give responders the best opportunity to find you quickly in an emergency.

### ***Do you know where I am when I call on my cell phone?***

Currently wireless phones do not provide location information to the 9-1-1 center. It's extremely important that you know exactly where you are. Know what road you're traveling and know the mile marker or nearest exit if on an Interstate highway. If enjoying a recreational or remote area know the name of the trail or lake you're using. Know how far you are from a trailhead or parking lot. Carry a GPS receiver along with you in these areas and know how to use it when needed. Because these phones operate like radios the 9-1-1 center that answers your call may not be near your location. Also, depending upon your carrier they may not have deployed service to our new center yet. We are working with all wireless carriers that serve Scott County to see that they route 9-1-1 calls to our operators. The process to convert all carriers may be a lengthy one. We are capable of accepting wireless calls today. Your carrier, however, must complete the steps necessary to ensure that your calls are routed to the proper center.